GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:5188
ANSWERED ON:05.04.2017
Poor Website of IRCTC
Reddy Shri Midhun

Will the Minister of RAILWAYS be pleased to state:

(a) whether India is supposed to be a superpower in maintaining computer systems and sites of companies around the world and if so, the details thereof;

(b) whether the IRCTC website is a poor demonstration of India's technological competence and finesse and if so, the reasons therefor;

(c) whether architects of the IRCTC system visited the websites of private bus aggregators such as Redbus, bus companies such as VRL or public bus corporations such as KSRTC to learn a few simple tricks about online ticket management; and

(d) if so, the details thereof and if not, reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) Centre for Railway Information Systems (CRIS) develops and manages the Information Technology applications of the Indian Railways. It works with the Indian Railways to conceive prudent technology strategies and build new services in today"s dynamic digital environment. Indian Railways have developed world class software like Passenger Reservation System, Next Generation E-Ticketing System, Unreserved Ticketing System, Freight Operations Information System, Integrated Coaching Management System, E-procurement System, etc.

(b) to (d): No, Madam. E-ticketing website www.irctc.co.in has now become very popular and it now handles around 62% of total reserved tickets. In order to improve user experience, servers are augmented and software is modified from time to time. A new System with enhanced capacity and new features has been launched. The system has a capacity to book about 15000 tickets per minute.
The scale and magnitude of Indian Railways is huge and its online ticket management cannot be compared to the system of bus corporations.
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